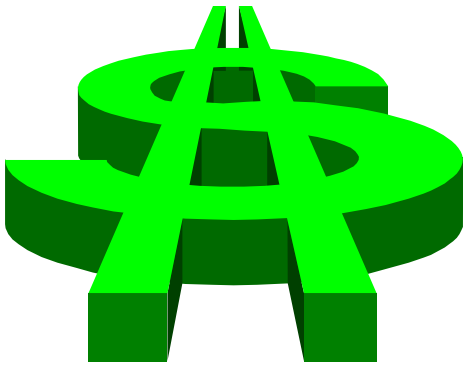
Cash Handling Procedures



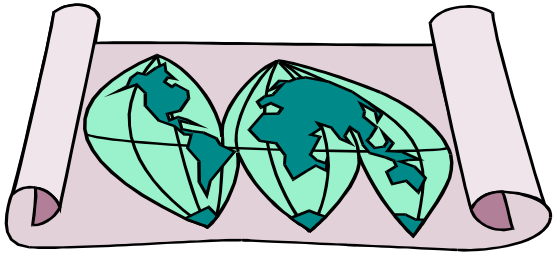
Cash Transactions

Smile and remember … after the customer, you are the most important person in the transaction … you are F&FR!

- Acknowledge the customer immediately
- Ring the sale
- Place cash received on top of open register drawer
- Count change back to customer
- Place money in register and close drawer
- Hand customer their receipt
- Smile, thank the customer, ask them if you can help with anything else, and invite them back

Bank Checks

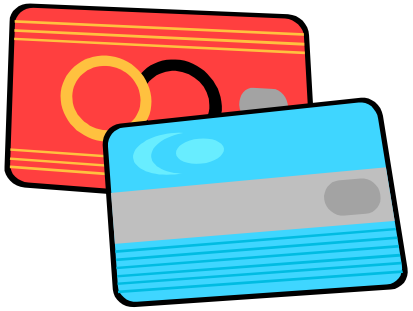
- Maximum, per day, per customer check-cashing limit is $ _____
- Don’t cash paychecks, post-dated checks, or second party checks
- Verify that customer is not on the “bad” check list
- Verify that MWR/F&FR has access to the patron’s SSN for use in Treasury Offset Program (TOPS) if check is un-collectable
  - Local check cashing card, database
- Initial top, right-hand corner of check
- Stamp/write “MWR/F&FR Fund” on the “Pay to” line (front of check)
  - Local check verification procedures include ...
  - Local procedures for returned checks include ...
  - Local procedures for receipt of check in the mail include ...
- Stamp “For Deposit Only” on back of check before placing it in the cash drawer
- Ring the sale



Travelers Checks

- Treat Travelers Checks as cash
- Process like bank check
- Ensure customer signs and dates travelers check in your presence
- Compare signatures to a proper photo ID
- Stamp/write “MWR/F&FR Fund” on front of check on “Pay To” line
- Stamp MWR/F&FR endorsement “For Deposit only….” on back of check before placing it in the cash drawer

Credit/Debit Cards



- Approve amount of purchase before honoring the card
- Check patron ID to verify that the name and signature on the card and ID match
- Ask patron whether transaction will be by credit card or debit card and process accordingly
- Swipe card through POS or credit card terminal for authorization that the card is valid and the amount of the transaction is approved
- Check that the voucher is readable and for the correct amount
- Have customer sign the card receipt and return card to patron
- Place card receipt in the cash drawer

MWR Web Coupon
Portside Food Court
Pretzel Deal - $ 1.69
Toppings:
Poppy, Sesame Seed, Garlic Parmesan, Cinnamon/Powdered Sugar
Expires 1/31/04
One coupon per visit.
Not valid with any other coupon or special.

Coupons/Vouchers

- Check that the coupon's date is valid
- Ring the full fee, price, or charge on the register
- Ring coupon discount on a designated sales discount, advertising and promotion, or coupon key
- Place any cash received on top of open cash drawer
- Count change back to customer
- Place money received and coupon into cash drawer
- Give the customer the receipt … with a smile
- Attach coupon to Daily Activity Record (DAR) at end of shift

Over/Under Ring

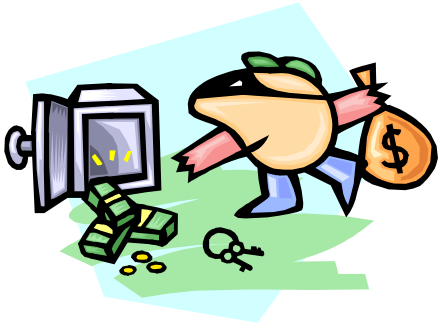
- Inform supervisor
- Supervisor marks the transaction on register tape, writes “void”, and initials next to transaction
- Underline the transaction number and amount of over/under ring on customer tape
- Place voided receipt in cash drawer
- Cashier re-rings transaction
- Apologize to customer for the error
- Attach annotated receipts to the Daily Activity Record (DAR) at end of shift

Turn in Daily Receipts

Following Local Policy:

- Count money and complete Daily Activity Record (DAR)
- Secure receipts (cash, credit vouchers, coupons, checks, gift certificates) and verify cash/near-cash receipts (insert local policy), then place the receipts and DAR in drop bag
- Drop cash

Controls

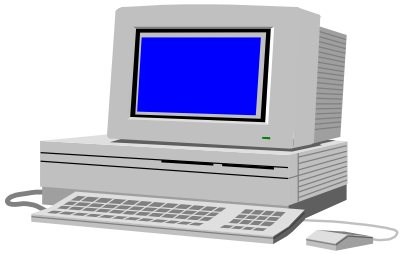


Review local procedures for lost, stolen, or missing cash/near cash and receipts...

Example:

- Inform supervisor
- Contact security
- Annotate log book
- Write memo for the record
- … etc.

Point of Sale System



- Review local procedures for use of point of sales systems.
- Demonstrate system operations.
- Observe and coach cashier until he/she is competent and confident

That’s All There Is To It…

Suggestions and requests to:

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